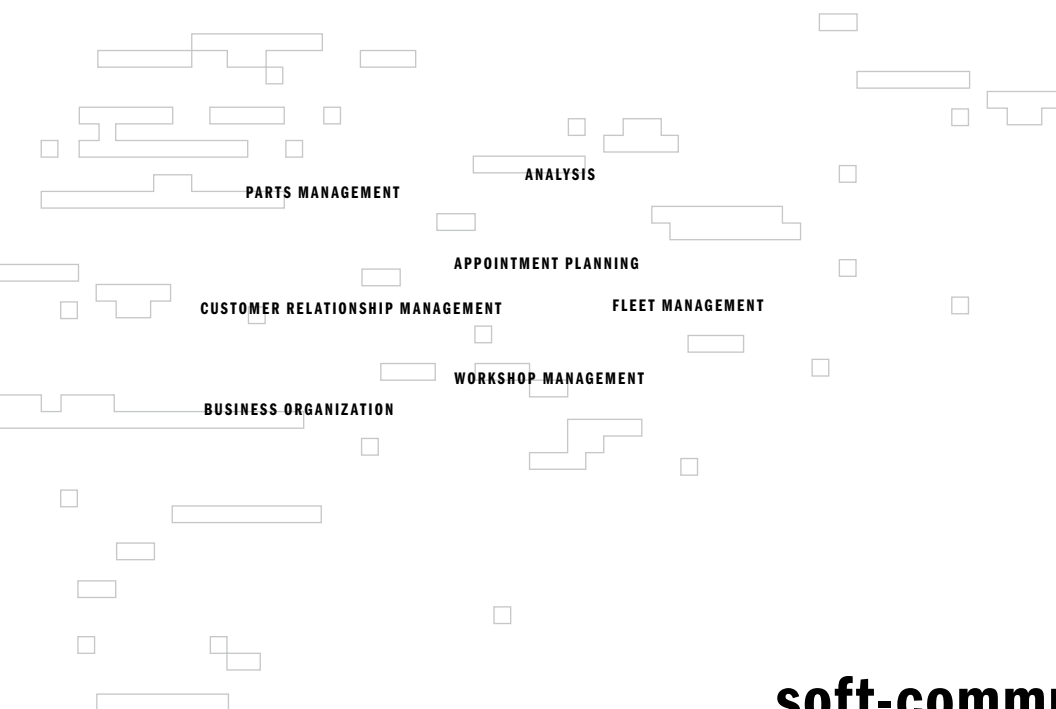


The background of the page is filled with various abstract geometric shapes, including rectangles, squares, and stepped lines, scattered across the white space. These shapes are rendered in a light gray outline style.

soft-communicator

The program opens almost as soon as the customer is on the line.



soft-communicator

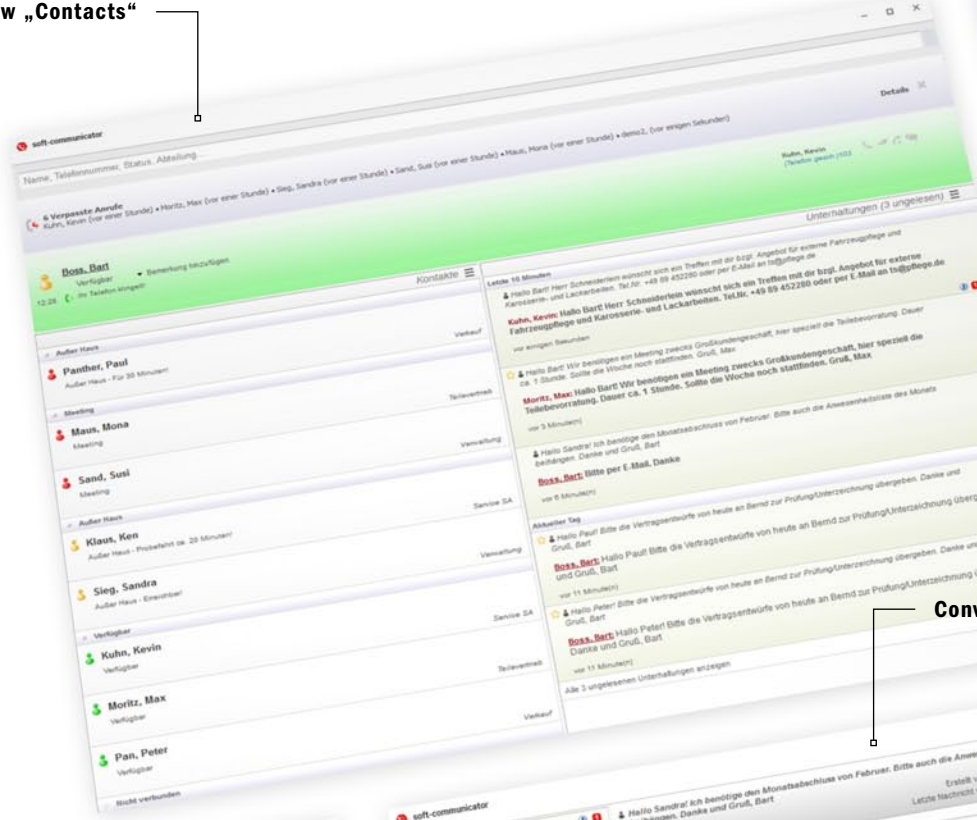
The program opens almost as soon as the customer is on the line. For incoming calls, soft-communicator connects all of the installed SOFT-SOLUTIONS to the dealership's telephone system. The customer's details are displayed in order to shed light on the situation and can be edited and interlinked immediately during the call.

- Clearly set out list showing all accepted, missed and forwarded calls
- Skilled call handling thanks to automatic caller recognition on the basis of the stored phone number and the display of the customer or vehicle history (e.g. previous workshop appointments or tires or wheels currently stored)
- Avoidance of queues when forwarding calls thanks to an on-screen indication of whether staff are present and access to their calendars and working hours arrangements
- Creation and forwarding of tasks, addition of own notes on a call or customer and immediate triggering of new actions in other SOFT-SOLUTIONS (e.g. creation/editing of a service appointment)

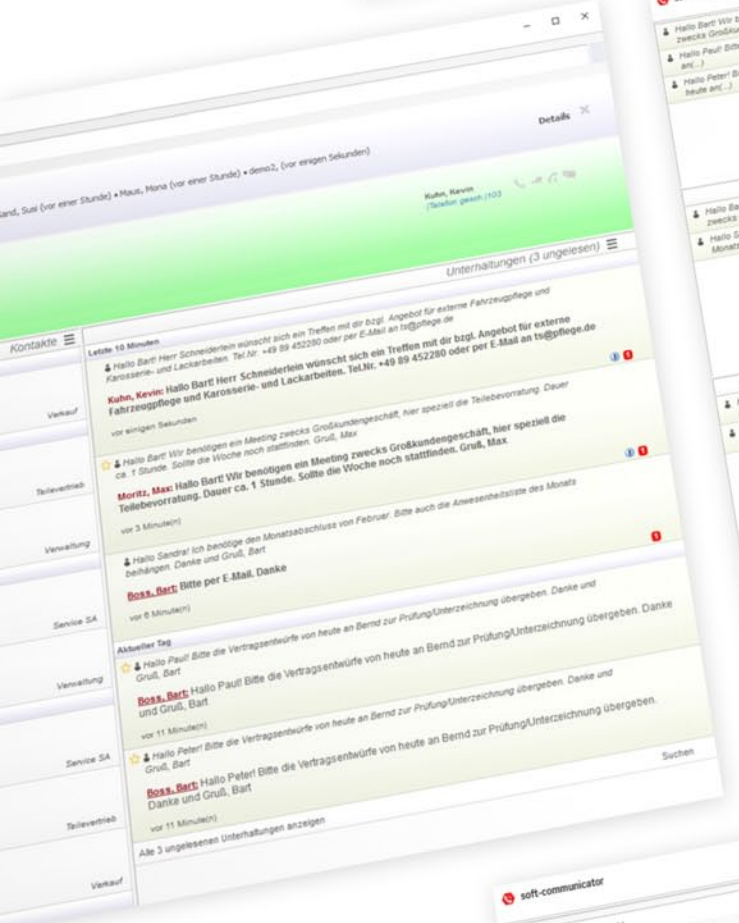


Detailed information on system requirements and other software solutions can be found at: www.soft-nrg.com

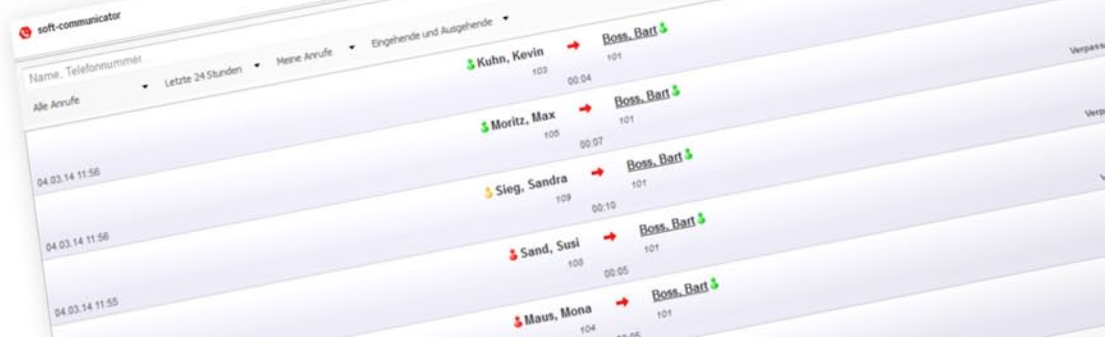
View „Contacts“



Conversation browser



Call log



SOFT-SOLUTIONS

soft-planning

Service appointment planning taking into account the check-in intervals of service advisers and workshop capacities.

planning/plus

Appointment and capacity planning from the cloud.

soft-drop

Online check-in / out for contactless vehicle acceptance online if required.

soft-expert

Comprehensive service appointment planning and management for your specialist departments.

soft-confirm

Web application to notify customers of required order extensions.

soft-fleet

Management of a dealership's own and external vehicles, e.g. for courtesy cars when customers' cars are being serviced, rental vehicles and vehicles for test drives, including all demonstration cars and company cars or fleets.

soft-wheeler

Organization of seasonal hardtop, tire and wheel stock, including storage, analysis, price calculation and quotation preparation.

soft-workshop

Workshop planning with access to existing appointments / orders for the management of the subsequent workshop process step.

soft-net

Online appointment scheduling that synchronizes and schedules appointments online, while matching customers' requests to your workshop capacity.

soft-messenger

Customer appointment reminders and vehicle progress reports by SMS text message.

soft-pad

Mobile vehicle check-in functionality on a tablet, including all of the relevant information from soft-planning and soft-expert.

soft-analytics

Web application to visually prepare SOFT-SOLUTIONS data with extensive analyses and evaluations.

soft-clock

Internal controlling module with clocking in / out for recording and identifying all staff, performance and transaction data.

soft-communicator

Opens SOFT-SOLUTIONS and sets up a link to the dealership's telephone system when there is an incoming customer call.

soft-agent

Requirement-based support for your workshop for third-party appointment planning.
